

WHAT IS CLAIMED IS:

1 1. A method of facilitating process migration, comprising:
2 receiving, via a process migration template, information associated with
3 a process performed at a first location;
4 determining at least one adaptation to the process to facilitate
5 performance of the adapted process at a second location; and
6 arranging for the adapted process to be performed at the second
7 location.

1 2. The method of claim 1, wherein the process comprises at least one
2 of: (i) a business process, (ii) an accounting process, (iii) a telephone call
3 center process, and (iv) a human resources process.

1 3. The method of claim 1, wherein at least one of the first location and
2 the second location comprises at least one of: (i) a company, (ii) a
3 department, (iii) a region, and (iv) a country.

1 4. The method of claim 1, wherein said receiving is performed via a
2 plurality of process migration templates.

1 5. The method of claim 1, wherein said receiving is performed via at
2 least one of: (i) a personal computer, (ii) a portable computer, and (iii) a
3 server.

1 6. The method of claim 1, wherein said receiving is performed via at
2 least one of: (i) a communication network, (ii) an Internet protocol network, (iii)
3 the Internet, (iv) a public network, (v) a proprietary network, and (vi) a wireless
4 network.

1 7. The method of claim 1, wherein said receiving comprises:
2 receiving information from a plurality of customer employees.

1 8. The method of claim 1, wherein the information associated with the
2 process comprises at least one of: (i) customer information, (ii) contact
3 information, (iii) a process description, (iv) technology information, (v) human
4 resources information, (vi) financial information, (vii) quality information, (viii)
5 legal information, (ix) migration expectation information, (x) a feasibility score,
6 (xi) a risk score, and (xii) schedule information.

1 9. The method of claim 1, wherein said determining comprises:
2 determining customer requirements associated with the process;
3 presenting a potential solution to the customer, including at least one
4 of: (i) potential options, (ii) risk information, (iii) mitigation information, (iv) cost
5 information, and (v) benefit information; and
6 receiving an indication of approval from the customer.

1 10. The method of claim 1, further comprising:
2 automatically generating at least one of: (i) a questionnaire, (ii) a
3 project plan, (iii) a letter of commitment, and (iv) a requisition.

1 11. The method of claim 1, further comprising:

2 automatically generating at least one of: (i) tollgate information, (ii) a
3 project plan, (iii) a communication plan, (iv) a baseline process, (v) volume
4 information, (vi) a training record, (vii) a performance tracking plan, (viii) a site
5 readiness checklist, (ix) a risk contingency plan, (x) an issue resolution plan,
6 (xi) process monitoring information, and (xii) a service agreement.

1 12. The method of claim 1, wherein the adaptation to the process
2 comprises at least one of: (i) an adapted process input, (ii) an adapted
3 process output, and (iii) an adapted process function.

1 13. The method of claim 1, further comprising:

2 performing the adapted process at the second location.

1 14. The method of claim 1, further comprising:

2 determining whether or not the adapted process will be performed at
3 the second location.

1 15. An apparatus, comprising:

2 a processor; and

3 a storage device in communication with said processor and storing
4 instructions adapted to be executed by said processor to:

5 receive, via a process migration template, information
6 associated with a process performed at a first location;

7 determine at least one adaptation to the process to facilitate
8 performance of the adapted process at a second location; and

9 arrange for the adapted process to be performed at the second
10 location.

1 16. The apparatus of claim 15, wherein said storage device further
2 stores a process migration database.

1 17. The apparatus of claim 15, further comprising:
2 a communication device coupled to said processor and adapted to
3 communicate with at least one of: (i) a user device, (ii) a customer device, and
4 (iii) a mitigation controller.

1 18. A medium storing instructions adapted to be executed by a
2 processor to perform a method of facilitating process migration, said method
3 comprising:
4 receiving, via a process migration template, information associated with
5 a process performed at a first location;
6 determining at least one adaptation to the process to facilitate
7 performance of the adapted process at a second location; and
8 arranging for the adapted process to be performed at the second
9 location.

1 19. A computer-implemented method of facilitating process migration,
2 comprising:
3 receiving via a process migration template information associated with
4 a business process performed at a first geographic location;
5 determining that an adapted business process will be performed at a
6 second geographic location;

- 7 automatically generating documents associated with the adapted
- 8 business process; and
- 9 performing the adapted business process at the second geographic
- 10 location.

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